



We receive many questions about how the opening of the waitlist works. Here are the answers to some common questions. If you have other questions, please contact our office 480-782-3200. We will be happy to assist you.

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| What is a pre-application? | A "pre-application" is short application that gets you on the waitlist to for the Public Housing program. You will only be asked to fill out a longer (full) "application" once your name is near the top of the waitlist. |
| When will the waitlist be open for pre-applications? | Thursday, Oct. 7, 2021 at noon (12 p.m., MST) to Thursday, Oct. 14, 2021 at noon (12 p.m. MST) |
| Who can apply? | All families and individuals can pre-apply. |
| What information will I need to apply? | <ul style="list-style-type: none"> • The first, middle, and last names of all household members. • The birth dates of all household members. • Head of Household's Social Security Number. • The combined total gross annual income (all sources) of all household members <p>IMPORTANT: Your pre-application must be completed in full, or it will not be accepted and you will not be placed on the waitlist.</p> |
| How can I apply? | <p>In an effort to make sure our pre-application process is fully accessible to interested applicants, you have two ways to apply to the waiting list:</p> <ol style="list-style-type: none"> (1) Create an online pre-application through the applicant/resident portal at chandleraz.gov/applyforhousing, (2) Complete a paper pre-application. <p>If you require a reasonable accommodation prior to the waitlist open, contact our office between 8:00 a.m. and 5:00 p.m. call us at 480-782-3200 7-1-1 (TTY) * 7-1-1 (Voice) TTY English 800-367-8939 / Español 800-842-2088, OR email us at chandler.housing@chandleraz.gov. You may also leave a message in the DROP OFF box located in the garage leading into our office at 235 S. Arizona Ave, Chandler AZ 85225</p> |
| How can I submit a completed pre-application on line? | <p>Go to chandleraz.gov/applyforhousing</p> <p>If you pre-apply online, you must complete both steps of the online process:</p> <ul style="list-style-type: none"> • Create an account • Submit the pre-application <p>To complete this process, you may use a computer, a tablet, or a smart phone. Remember: This is a 2-step process for submitting an online pre-application. Benefits of submitting your pre-application on line include: checking your waitlist status and making changes to your contact information if needed.</p> |



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| Do I need to print anything? | If applying online, it is recommended that you print the confirmation page showing the information that was entered on the pre-application. Note that a confirmation email will be sent when you have successfully completed the pre-application through the online portal. |
| Can I register/create an account before the waiting list opens? | Yes, you are encouraged to pre-register/create an online account to speed up the process once the waiting list has opened. Visit our web page at chandleraz.gov/applyforhousing . If you need assistance with pre-registering/creating an account, please see the guides and video on our web page or contact our office at 480-782-3200. |
| How can I obtain a paper pre-application? | You can ask us to send you a paper pre-application by email, fax, or regular mail by contacting our office (M-F 8:00 a.m.-5:00 p.m.): <ul style="list-style-type: none"> • By email at: chandler.housing@chandleraz.gov • By telephone at: 480-782-3200 7-1-1 (TTY) * 7-1-1 (Voice) TTY English 800-367-8939 / Español 800-842-2088 • By fax at: 480-782-3220 • In person at: 235 S. Arizona Ave., Chandler, AZ, 85225. Pre-applications will be on the door in the garage leading into the office. |
| How do I submit a paper pre-application? | A paper pre-application must be submitted by our office: <ul style="list-style-type: none"> • By email at: chandler.housing@chandleraz.gov If you email your pre-application to us, it must be sent no later than 12 p.m., Oct. 14, 2021 (MST). Pre-applications before or after that date and time will not be accepted. • By fax at: 480-782-3220 If you fax your pre-application to us, it must be received by 12:00 p.m. (MST) on Oct. 14, 2021. • By mail to: City of Chandler Housing and Redevelopment Division, Mail Stop 101, P.O. Box 4008, Chandler, AZ 85244-4008 If you mail your pre-application to us, it must be postmarked between Oct. 7, 2021 and Oct. 14, 2021. Pre-applications postmarked before or after these dates will not be accepted. • In person at: 235 S. Arizona Ave., Chandler, AZ, 85225, If you bring your pre-application to our office, you must put it in the DROP OFF box 12:00 p.m. (MST) on Oct. 14, 2021. |



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| <p>How can I request a reasonable accommodation, modification, auxiliary aid or service?</p> | <p>If you want help with your pre-application or have any questions, please call us at 480-782-3200 7-1-1 (TTY) * 7-1-1 (Voice) TTY English 800-367-8939 / Español 800-842-2088 or email us at chandler.housing@chandleraz.gov; send us a fax at 480-782-3320, or call our office at 480-782-3200 to schedule an appointment. Service animals are welcome in the City's facilities. Housing staff will respond to reasonable accommodation requests as soon as possible, within three business days.</p> |
| <p>Can I request a reasonable accommodation, modification and auxiliary aids and services before the waitlist opens?</p> | <p>Yes. If you want to request a reasonable accommodation, modification, or auxiliary aid or service to submit a pre-application, we encourage you or your representative to contact our office now or as soon as you can.</p> |
| <p>What are examples of reasonable accommodations, modifications or auxiliary aids and services that may be provided?</p> | <p>Examples include (but are not limited to) to pre-applications in large print or Braille, a reader, a sign language interpreter, and assistance in filling out the pre-application because of disability. The City will also consider other requests for reasonable accommodations, modifications, or auxiliary aid and services.</p> <p>Any individual who is not satisfied with the City's response to their request for a reasonable accommodation, modification, and auxiliary aids and services may make a written complaint. Refer to chandleraz.gov/accessibility-policy for complaint form and information or contact the City's ADA Coordinator, Jason Crampton at 480-782-3402.</p> |
| <p>What if I don't have a computer?</p> | <p>You have the option of applying online or with a paper pre-application. If applying online, you may use a computer, tablet, or smart phone to complete the pre-application. To obtain and submit a paper pre-application, see the question above: How can I obtain a paper pre-application?</p> |
| <p>How can I get help with my pre-application or get answers to my questions?</p> | <p>If you want help with your pre-application or have any questions, please call us at 480-782-3200 (7-1-1 (TTY) * 7-1-1 (Voice) English 800-367-8939 / Español 800-842-2088), email us at chandler.housing@chandleraz.gov; send us a fax at 480-782-3320, or come to our office at 235 S. Arizona Ave., Chandler, AZ, 85225 (M-F 8:00 a.m.-5:00 p.m.).</p> |



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| What language services are available? | <p>If you speak a language other than English,</p> <ul style="list-style-type: none"> You can contact our office in person or by telephone at 480-782-3200 and we will use an interpreter to speak to you to answer your questions. If you want to pre-apply in a language other than English, you can pre-apply by calling our office at 480-782-3200 or leaving a request in the DROP OFF box located in the garage leading into our office to schedule an appointment. At the appointment, we will use an interpreter to assist you 480-782-3200 7-1-1 (TTY) * 7-1-1 (Voice) English 800-367-8939 / Español 800-842-2088 (M-F 8:00 a.m.-5:00 p.m.). <p>Contact our office for a paper pre-application available in English, Spanish, French, Arabic, Mandarin, Vietnamese and Korean. The on-line application chandleraz.gov/applyforhousing is available in multiple languages.</p> |
| How will pre-applications be placed on the waitlist? | <p>The City of Chandler will use a random lottery system selection for pre-application placement on the waitlist. All pre-applicants that submit a pre-application during the published waitlist open and close will be part of the applicant pool.</p> <p>Following the close of the pre-application period, 2,000 pre-applicants will be randomly selected and placed on the Public Housing waitlist. Pre-applicants will receive notification about whether or not they were selected to be placed on the Public Housing waitlist by mail via U.S. Postal Service.</p> |
| Does Chandler have local Preferences? | <p>Indicate on the pre-application if you meet a local preference. A summary of Chandler Preferences are listed below (in no particular order):</p> <ul style="list-style-type: none"> Displaced: Applicants displaced by government action OR a disaster recognized by Federal disaster laws. Living and/or Working in Chandler: Applicants must physically live in the City of Chandler, OR must physically work, OR be hired to work, in the City of Chandler. Chronically Homeless: As defined in 24 CFR 578.3 A person with a disability who lives either in a place not meant for human habitation, a safe haven, or emergency shelter continuously for at least 12 months, OR on at least four separate occasions in the last |



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| | <p>three years, where the combined length of homeless occasions is equal to at least 12 months. Each period separating the homeless occasions or break must consist of 7 or more consecutive nights where the individual is not living in a homeless situation.</p> <ul style="list-style-type: none"> • Currently Employed/Employment Program: At least one adult family member works at least 20 hours a week outside the City of Chandler, attends an employment training program, or attends school on a full-time basis. • Elderly: The head and/or spouse is elderly (62+ years of age). • Disabled: Disabled families and families with a disabled household member. |
| <p>How will I know I am on the waiting list if I submit pre-application online?</p> | <p>If you create an online account AND submit a pre-application online, you will get three (3) emails:</p> <ul style="list-style-type: none"> • The 1st email will confirm that you created an online account. • The 2nd email will confirm that we received your pre-application. • The 3rd email will tell you that you are on the waitlist or tell you that your pre-application has been denied and the reason. <p>You can also check your status any time by logging into your online account or contacting our office 480-782-3200 7-1-1 (TTY) * 7-1-1 (Voice) English 800-367-8939 / Español 800-842-2088).</p> |
| <p>How will I know I am on the waitlist if I submit a paper pre-application?</p> | <ul style="list-style-type: none"> • If you submit a paper pre-application in person, you will receive a date- stamped form confirming that we received your pre-application. • If you submit a paper pre-application by email, fax, or mail, you will receive a notice in the mail telling you that you are on the waitlist or telling you that your pre-application has been denied and the reason. <p>If you submit a paper pre-application, do not also submit an on line application. If you submit an online application that is your official pre-application document of record. Contact our office for questions 480-782-3200.</p> |



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| <p>What should I do if the information in my pre-application changes?</p> | <p>Please report changes through your online account or by using the Change Report form that is available on our website at chandleraz.gov/affordablehousing. You also may obtain the Change Report form by contacting our office.</p> <p>You must report any changes to the information in your pre-application immediately and in writing. Changes you must report include your mailing address, email address, telephone number(s), household members, income, and any preferences that apply to you or your family.</p> |
| <p>Does everyone in my household have to be a U.S. citizen or immigrant eligible for the Public Housing Program?</p> | <p>No. Only one member of the household must be a U.S. citizen or immigrant eligible for the Public Housing program. The person who submits the pre-application does not need to be a U.S. citizen or eligible immigrant, as long as at least one member of the household is. We will only ask about citizenship and immigration status when you get near the top of the waitlist. We only ask about citizenship and immigration status for those persons who claim they are eligible for the program.</p> |
| <p>How will the City of Chandler Contact me?</p> | <p>Our primary form of contact will always be through the U.S. Postal Service. You will be notified by mail and email when your name comes to the top of the waiting list, or if we are updating our files. If your mail is returned by the U.S. Postal Service, your pre-application will be removed from the waiting list. If you do not respond to a request from our office asking that you verify your continued interest to maintain your spot on the waiting list, your pre-application will be removed. If you do not respond or fail to attend scheduled appointments, your pre-application will be removed from the waiting list.</p> <p>It is extremely important that you make sure your pre-application has the most current information. Submitting a request to the U.S. Postal Service to forward your mail is not sufficient for notifying our office of an address change.</p> |
| <p>How can I receive language assistance?</p> | <p>If you require language assistance during the waiting list opening, call us at 480-782-3200, OR fax us at 480-782-3220, OR email us at chandler.housing@chandleraz.gov from 8 a.m. to 5 p.m. (MST)</p> <p>Through the online portal, you may use Google Translate and/or select a variety of languages to complete the pre-application process. These languages include: English, Spanish, French, Arabic, Mandarin Chinese, Korean, and Vietnamese. Paper pre-applications will also be available in these listed languages.</p> |



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| <p>Where can I go to get help completing the pre-application?</p> | <p>To receive assistance completing an online or paper pre-application, contact our office by calling 480-782-3200 (7-1-1 (TTY) * 7-1-1 (Voice) English 800-367-8939 / Español 800-842-2088); OR Fax 480-782-3220; OR email chandler.housing@chandleraz.gov.</p> <p>If you need computer access, you may access free public computers at our Chandler Public Libraries: Downtown Chandler Library (22 S. Delaware St), Chandler Basha Library (5990 S. Val Vista Dr), Chandler Hamilton Library (3700 S. Arizona Ave), and Chandler Sunset Library (4930 W. Ray Rd). Please contact the housing office with any in-depth or program questions, as well as reasonable accommodations.</p> |
| <p>What are the most common reasons applicants are removed from the waiting list?</p> | <p>The <u>first</u> most common reason applicants are removed from the waiting list is failure to report a mailing address change. Our primary form of contact will always be through the U.S. Postal Service. You will be notified by mail when your name reaches to the top of the waiting list, or if we are updating our files. If your mail is returned by the U.S. Postal Service, your pre-application will be removed from the waiting list.</p> <p>The <u>second</u> most common reason applicants are removed from the waiting list is failure to respond to letters sent from the Housing Office or missed deadlines. Sometimes this is related to an address issue, but other times applicants may not open their mail or a family member does not give them their mail, resulting in a missed appointment or deadline. It is extremely important that you check and open your mail regularly in order to avoid missing a housing appointment.</p> |
| <p>How long after applying will I receive assistance?</p> | <p>Unfortunately, we are not able to predict when you will receive housing assistance, but it is very important that you report changes to your mailing address and household information immediately at our office.</p> |
| <p>Can I apply for housing assistance if I have a felony conviction?</p> | <p>Yes. Most persons with criminal records are eligible for Public Housing. We invite anyone who is interested to submit a pre-application. We will only ask about felony convictions when you get near the top of the waitlist, and we will look at many things, including what you have been doing since the conviction.</p> <p>Registered sex offenders are not eligible for the Public Housing program.</p> |



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| Is my credit or landlord references checked? | We encourage anyone who is interested or in need of housing assistance to submit a pre-application. During the Eligibility process, a background check on all adult household members, including credit and landlord references, are verified. |
| Can I take the housing assistance anywhere, or is it for a specific apartment or house? | The Public Housing Program is project-based and will be for a specific unit at a specific property. Generally, our vacancy rate is between 99 and 100 percent, so there is not a lot of change on a regular basis. |
| Who is the landlord? | The City of Chandler Housing and Redevelopment Division functions as the landlord for Public Housing properties. |
| Where are the apartments and/or houses located? | The waitlist is for both apartments and scattered site houses and the units are located throughout Chandler. |
| How/where can I contact housing staff: | <ul style="list-style-type: none"> • Main Phone: 480-782-3200 (7-1-1 (TTY) * 7-1-1 (Voice) English 800-367-8939 / Español 800-842-2088); • Fax: 480-782-3220 • Email: chandler.housing@chandleraz.gov • Encrypted Email: housing.residents@chandleraz.gov • Website: chandleraz.gov/affordablehousing. Click on Staff on the left side of the screen . • DROP BOX: 226 S. Washington St., Chandler AZ 85225. In the parking garage near the door leading into the office. • Physical Address: 235 S. Arizona Ave, Chandler AZ 85225 • Mailing Address: Mail Stop 101, P.O. Box 4008, Chandler AZ 85244-4008 |

Equal Housing Opportunity

